Dinesha Sathyanarayana

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Head of Operation with Technology oriented (ERP,CRM support)

AIM:

Based on past 24+ years' techno-managerial experience with impressive success in Business Development & Process Improvements end-to-end support, looking on an opportunity to work in the line of ERP project implementation, CRM implementation, IT Operation, Administration, MIS, Receivables tracking, Vendor Management tracking, Production/Project System cost center report, Finance , Accounting, Auditing, Administration, HR Policy, Inventory stock go-down wise report.

Skilled in full cycle implementation of ERP / TALLY / SAP (System, Administration, SQL Server MM, SD, PP Modules) from the stage of initial operations analysis including building-up teams, creating common objects and laying out standards for documentation & development. Proficient in managing completing project lifecycle from stage of business analysis till implementation & go-live, including project planning, scheduling & negotiating with the client for service level agreements / terms, quality assurance, launch & post-launch review and project progress monitoring.

Possess high level consulting skills, involving understanding client's business problem, architecting viable solutions and guiding the implementation of same within Production / Project System as Business requirement

Skill Set	Work Experience

Skill Set

Requirement Gathering & Analysis, GAP Analysis, Effort Estimation
Functional Solution Design & Roll-out
System Acceptance Testing, Unit Testing, Bug Fixing
Configuration Management Go-Live Support, Troubleshooting
Project Planning & Execution
Stakeholder Management
ERP Application on Windows Azure Practice
End-User Training, Knowledge Transfer, Client Engagement

IT Operations
IT Infrastructure (Network, Server, Desktops, LAN/WAN, VSAT/MPLS, Voice)
IT Asset Management
Vendor Management
New Technology Set-ups & Upgrade
IT Governance, Compliance & Audits
Data Back-up and Recovery

Education

1998 - 2002:
Bachelors in Engineering (Computer Science)
from Vishveshwaraiah Technological University (VTU) -Karnataka,
Sri Jayachamarajendra College of Engineering (SJCE). Mysore

Work Experience

Presently working at Service Industry which Providing Architectural Solutions– Mysore as Head of Operations (General Manager) – ERP, TALLY, CRM Support coordination [from Sep-2019)

Roles and Responsibilities

- Taken the owner ship as Operation head, Managing 50+ team with both technical & non-technical with the aim of "Business Process Improvement" by adapting TALLY ERP 9 as technology, in built CRM, Web page, digital marketing, by analyzing AS-IS Business process flow chart & TO-BE MIS reports. Identifying gaps, converting business requirements into functional design documents & technical specification, data migration, master data management & delivery.
- Looking Marketing strategy, Administration, HR policy, Payroll, receivables tracking, Production/Project Systems cost centre tracking, Vendor Management System, MIS, Finance, Accounting, Auditing, Inventory Stock, Statutory compliance, as operations support.
- Participate in Business Process Improvement, are leading to Timely reporting. Process Documentation. Process improvement, People/Team management.
- Contributing to the design, development, testing troubleshooting & debugging of solutions
- Performing impact analysis & proposing technical solutions for the enhancement requests
- Working with onsite & client teams to implement the changes and resolve the technical issues resulting post implementation
- Analyze functional problem under simulated business scenarios & investigate data problems via debugging. ERP Administration & Backup tools for maintenance and troubleshooting

Experience Details

Company Name	Designation	From	To	Experience
GRS Engineering Pvt Ltd,Mysore	IT Manager	Mar-2017	Dec-2018	2 years
Tata Consultancy Services Ltd, Bangalore	ERP Consultant	Dec-2010	Aug-2016	6 Years
Himatsingka Seide Ltd, Hassan	IT Manager	Nov-2008	Sep-2010	2 Years
Bhoruka Aluminium Ltd, Mysore	IT Officer	Jan-2007	Sep-2008	2 years
Emirates Airlines, Dubai, UAE	MIS executive	Jan-2003	Dec-2006	4 Years
Ferro Foundries Pvt Ltd,Mysore	Accounts Assistant	Sep-1994	Dec-2002	8 Years

- Managed the entire gamut of IT Operations and delivered services related with:
  - IBM Server Maintenance, BASIS Administration Support to mySAP R/3 ECC6.0
  - Network, Server, Desktops, LAN/WAN, VSAT/MPLS, Voice
  - Application Service Delivery: MIS, MRP, ERP, CRM, SCM, MS-Office Apps, OS, Software Licensing, E-Mail/Exchange
- Provided spectrum of IT services ranging from IT infrastructure, solution design & delivery and IT operational support
- Devised and implemented IT strategies, network policies & procedures for all IT platforms
- Monitored operations (such as Backup, Incident, Problem, Change, Capacity and Business Continuity & Disaster Recovery)
-

Won Several Awards such as:	**Projects Delivered**

Won Several Awards such as:
- Service and Commitment Award in recognition of dedicated service during 2010-2016
- Smiles as Application of Outstanding contribution
- Star of the Month Award as on inspiring role model to other colleagues
- On the Spot Award for displaying dedication and commitment

Projects Delivered
- Full Cycle End-To-End Implementation. SAP MySAP ERP ECC 6.0 (3 landscapes) for SAP PP, MM, SD, PM, FICO, QM & HR Modules. Core Team Member with SAP BASIS Administration Support & Information Technology operations [at Bhoruka Aluminium Ltd-Mysore]
- Dec'13 – Oct'14: Core Team Member : Azure Migration / Dry Run / Cut Over Activity (8 landscapes), as part of Core ERP Team, for delivering Cloud concepts of running ERP Application systems & Netweaver products on Windows Azure Practice / Virtual Machine (Microsoft Public Cloud Platform)
  [at TCS-Bangalore , Client: KPMG-UK]
- RA (Recommended Action for Incidents Tickets) Project - SAP BYD [at TCS-Bangalore, Client : SAP LABS, Whitefield,, Bangalore]
- TEXPRO+ : MIS/ERP Textile Processing – Planning, Production, Sampling, Quality Assurance [at Himatsingka Lines – Hassan]
- STAGE –ERP Software for Garment/Apparel Business with Module of MRP, Inventory, Order, HR, Accounts, Costing, Production Planning and Retail [at Himatsingka Lines – Hassan]
- PROMAN – Garments Software for Production Management [at Himatsingka Lines – Hassan]

Primary Roles & Responsibility respect to ERP implementation, IT Operations

- Managing end-to-end implementation of ERP project, entailing review of business process flow, mapping of business requirements (As-Is & To-Be Analysis), identifying gaps, converting business requirements into functional design documents & technical specifications, data migration, master data management & delivery
- Contributing to the design, development, testing, troubleshooting and debugging of solutions
- Performing impact analysis and proposing technical solutions for the enhancement requests
- Working with onsite & client teams to implement the changes and resolve the technical issues resulting post implementation
- Performing Unit Testing & System Integration Testing including managing communications with client, defects root cause analysis and defects resolution
- Implementing overall project plan, risk assessment plans, communication plans, individual task plans and schedule; communicating project key objectives, critical path milestones, and project status to stakeholders;
- Participating in client discussions; building rapport with customer & managing customer relationships; guiding the project team, assigning tasks to team members and ensuring completion of work as per set standards
- Ensured smooth network connectivity in the palaces; analyzed requirements of network capacity, developed network plans and designed enterprise network architecture
- Promptly resolved various network issues; maintained smooth wireless connectivity for the internet connection and other wireless devices within the palaces; resolved issues related with desktops, switches routers & printers in palaces

Technical Skills

Operating Systems:	Windows Server 2012 R2, UNIX PuTTY Terminal Emulator, Linux Redhat
Database:	SQL Server 2014, Sybase, MaxDB Studio, Oracle
ERP/SAP:	Tally ERP, Stage, Proman, SAP, ECC 6.0EHP7, CRM 2007EHP3, NW 7.4SP11, Enterprise Portal NW 7.4SP11, PI 7.4SP11, Solman 7.1, BW-ABAP, BW-JAVA
Cloud:	Microsoft Public Cloud Platform

Trainings Attended

- **Jun'2016** [TCS-Bangalore] Agile Project Management, Delivery, Project Initiating, Requirement Gathering, Planning
- **Feb'2014** [TCS-Ahmadabad] UE2E400_93 Technical Upgrade Management – SAP AG, Walldrof
- **Aug'1997** [SJCE-Mysore] : Oracle, Forms , SQL Statements and Reports

Personal Details

Date of Birth:	17th January 1975
Blood Group:	"O" Positive
Address:	Door No. 2267/3, 6th Cross, 5th Main, Vinayaka Nagar, Mysore – 570012, Karnataka
Languages Known:	Kannada, Hindi, and English
Nationality, Religion :	Indian , Hindu – Brahmin
Father's Name:	Late Sri N Sathyanarayana
Father's Occupation:	My father was Higher Primary School Head Master in Karnataka State Government Education Department
Personal Strength:	Straight forward, Patience, Listener, Flexibility, Adaptability, Learning agility, Critical Thinking, Healthy Mentoring team members, self motivate, Positive Attitude, Vegetarian, Non-smoking, Non-alcoholic, Fit to work, Courageous, Trustworthiness, Determination, Respectfulness, Dedication
Purpose of Life:	1. To Keep Maintain inward journey, by connecting God, a point of Devine light, with adaption of inheritance characteristics like Knowledge, purity, peace, love, happiness, bliss, power
	2. To keep healthy relationship with everyone around us, by generating positive energy continuously
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